

RAJESH KANNOTH CHURAI

+97336418505

contactrajeshkc@rediffmail.com

Hawar Islands, Kingdom of Bahrain

Strategic, visionary, risk-taker & achiever with a clear sense of purpose and urgency when exposed to diverse set of challenges; chronicled success and extensive expertise with a proven track record of spearheading **Hospitality Operations** successfully encompassing **F&B Production & Operations, Facility Management, P&L Management**; targeting to express potential in leadership roles across Hospitality Operations with an esteemed hotel chain/institution by leaving a mark of excellence on each step; Location Preference: **Middle East and Asia**.

Core Competencies

Hospitality Operations & Management

F&B Operations

Profitability Management

Business & Operational Excellence

Inventory & Stock Management

Health, Safety & Quality Compliance

Guest Management & Customer Service Excellence

General Administration & Facility Management

Staff Planning, Allocation & Recruitment

Team Set-up & Stabilization

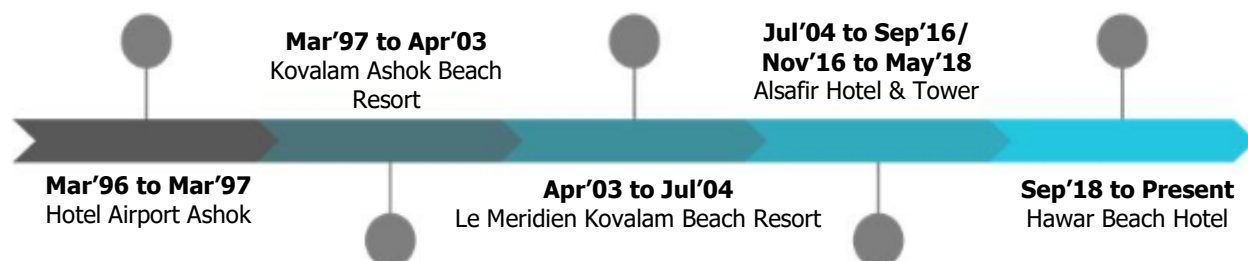
Sales & Business Development

Pricing, Cost & Resource Optimization

Profile Summary

- Strategic Leader** offering extensive experience of **26 years** in streamlining & overcoming complex business challenges; expertise in conceptualizing the vision & mission of the organization by spearheading entire gamut of operations entailing **Hospitality Operations and P&L Management**.
- Visionary Professional with skills that reflects year-on-year success in achieving **business growth objectives** and optimizing the entire value chain of business for achieving the targeted top & bottom-line profitability, turning-around the business and directing it towards growth
- Notable success in designing operating controls, **SOPs, policies, service standards & KPIs**; expertise in spearheading the entire gamut of operations pertaining to **hotel operational budgets** with an eye on cost and stock control; ensured **F&B sales targets** are effectively met against the preset standards
- Possess rich experience in **Food & Beverage Operations** with multiple hotels encompassing strategy planning, food production, project execution, procurement, revenue management, logistics and service operations; resourceful in streamlining **housekeeping and front office operations** with focus on performance, cost control & highest level of customer satisfaction by ensuring uninterrupted flow of services
- Leveraged capabilities in spearheading a wide range of functions including **menu and events planning, hygiene, health & safety, training & development** of the team members by establishing, following & enforcing standards/ procedures in compliance with legal regulations
- Skilled in enhancing & influencing overall **guest experience** while maintaining compliance with company practice, cost projections and mission statements; insightful knowledge in managing all aspects of **guest service management** including monitoring aesthetic presentation of Food & Beverages; ensuring maximum guest satisfaction by closely interacting with guests to understand their needs and concerns; customizing products and services to meet their needs to ensure repeat business
- Showcased excellence in effectively defining **continuous improvement processes**, formulated short- & long-range tactical planning and improved operational processes to reduce expenses and achieve optimal profitability
- Experienced in monitoring, mentoring & motivating the **workforce** to enhance their efficiencies with excellent communication and **people management** skills for leading personnel towards accomplishment of common goals

Career Timeline



Notable Accomplishments Across the Career

- Developed and operating an **Industrial Catering Facility** at Maha Lagoon chalets to meet the catering demands at Hawar islands; successfully ensured complete adherence to **Strict Covid Protocols** developed to ensure zero Covid cases with guests and employees
- Spearheaded the entire gamut of Hawar Beach Hotel operations during pandemic challenges by identifying **alternate business potential** and facilitating long-term accommodation and catering for Industrial Projects
- Accelerated **Hotel customer satisfaction level by 2% in 2019**; increased repeat guests and guest referrals thereby **increasing guest footfall by 2% in 2020-21** at Hawar
- Developed "**Camp on Beach Concept**" and generated additional revenue at Hawar
- Directed the **Management Takeover of** Alsafir Hotel & Tower on behalf of INN-VENUE Hotel & Restaurant Management Co. in Nov'17 and headed the hotel operations thereafter
- Successfully organized **Bahrain International Airshow** and managed **1500 pax catering** for over 10 days in 2014 and 2016; directed catering for **200 personnel** encompassing Pilots, Air Crew, Technical Ground Crew and Bahrain Defense Force
- Organized & managed **in-patient catering** to **three premium hospitals in Bahrain** on behalf of Alsafir Hotel & Tower
- Operated **industrial canteen & kitchen** in Alba for full meal catering on behalf of Alsafir Hotel & Tower
- Successfully executed **long-term and Mega outdoor catering contracts** for Bahrain Defense Force, Ministry of Interior, University of Bahrain and GOYS, Bahrain, on behalf of Alsafir Hotel & Tower
- **Developed New Restaurant Concept** for Coffee Lounge -Koffee n Kukkier and Yalla Yalla Restaurant, for Alsafir Hotel & Tower
- Developed ISO systems: **Food Safety Management System (ISO 22000)**; **Quality management system (ISO 9001:2004)** and **Occupational Health and Safety system (ISO 18001)** for Alsafir Hotel & Tower and maintained the same since 2011
- Conceptualized, organized & directed the following:
 - **Indian Food Festival, SriLankan Food Festival and Meknes Nite**, (Moroccan theme night – during Ramadan) undertaken at Alsafir Hotel & Tower
 - **Sakir Dessert Camp**: Organized camping events for various corporate clientele, with entertainment; undertaken for Alsafir Hotel & Tower, every winter season
 - **Planning Food Festivals & Theme Dinners**: Won the first prize for best theme stall and best food at the annual Nishagandi food festival organized by Kerala Tourism Department in April 2003 for Le Meridian Kovalam Beach Resort
 - **V.V.I.P. Banqueting**: Provided exemplary service to the President & Prime Minister of India, the President of Mozambique and various visiting international dignitaries and worked as part of the service team in State Banquets while in employment with Le Meridian Hotels
 - **Flight Catering**: Planned, set-up & operated flight kitchen operations for Indian Airlines at Kovalam Ashok Beach Resort

Work Experience

Sep'18 to Present
Hawar Beach Hotel, Hawar Islands
(Managed by Southern Tourism Company)
As General Manager

Significant Highlight:

- Spearheaded **4 Star Resort Property** with 45 keys and 10 Apartments
- Additionally managed the following:
 - **Maha Lagoon Chalets, Hawar islands**: 48 Keys Chalets
 - **Maha Lagoon Industrial Kitchen**: 750 pax Industrial Catering Facility

Nov'16 to May'18
Alsafir Hotel & Tower, Juffair, Kingdom of Bahrain
(Managed by Inn Venue Hotel & Restaurant Management Co.)
As General Manager & Assistant General Manager

Significant Highlight:

- Steered **4 Star Business Hotel & Furnished Apartments** with 168 hotel rooms and 65 apartments

Jul'04 to Sep'16
Alsafir Hotel & Tower, Juffair, Kingdom of Bahrain
(Managed by ReG Holdings Co.)
As Director (F&B)

- Leading the F&B department with restaurant; bar, disco, 2-night clubs, 3 meeting halls and outdoor catering division

Growth Path:

Jul'04 to Aug'07: Asst. F&B Manager

Aug'07 to Dec'15: F&B Manager

Dec'15 to Sep'16: Director (Food & Beverage)

Apr'03 to Jul'04
Le Meridien Kovalam Beach Resort, Kovalam, India
(Managed by Le Meridien Hotel and Resorts)

As Assistant F&B Manager

- Leading the F&B department with 4 restaurants, 2 room service, bar, meeting hall and convention center

Growth Path:

Apr'03 to Apr'04: Assistant Manager (F&B Outlets)

Apr'04 to Jul'04: Assistant F&B Manager

Mar'97 to Apr'03
Kovalam Ashok Beach Resort, Kovalam, India
(Managed by India Tourism Development Corporation, Govt. of India Undertaking)
As Assistant Manager (F&B Outlets)

Mar'96 to Mar'97
Hotel Airport Ashok, Kolkata, India
(Managed by India Tourism Development Corporation, Govt. of India Undertaking)
As Asst. Manager (Housekeeping & Duty Manager)

Mar'95 to Mar'96
Manpower Development Centre, India Tourism Development Corporation, New Delhi
As Management Trainee

Jun'93 to Dec'93
Taj Coromandel Hotel, Chennai, India
As Industrial Exposure Trainee

Roles Across The Career

- Identifying potential market segments and target with the sales team to **materialize Room nights and F&B revenue**
- Spearheading **customer service operations** for rendering and achieving quality services; providing first line customer support by answering queries and resolving their issues
- Conducting regular team meeting as in **HOD meetings**; Sales business review meetings, food committee meetings with internal team members on regular basis to identify and resolve issues
- Leading a **Structured Employee Training Plan** with emphasis on **safety and Skill development programs** for all the team members
- Developing and implementing **procedures, control systems** for maintaining hygiene and quality standards; leading efforts for streamlining work processes towards cost savings in operations
- Managing and anticipating **stock requirements** to ensure timely availability of all materials / supplies
- Coordinating with Head Chef for **menu planning, estimation of quantities of food and beverage supplies** to be ordered and evaluating the health & safety practices against standards
- Analyzing and planning **restaurant sales**; organizing **marketing events / promotional plans** accordingly
- Maintaining **high visibility in the venues during service times**, high occupancy periods in order to ensure smooth running of operations, promoting public relations; taking corrective actions and **handling customers' complaints** to ensure their satisfaction
- Delivering a consistent **branded guest experience** through the full implementation of brand standards
- Receiving **feedback from the customers** to improve the services and work in line with the set standards; gathering information and using informational resources available such as **Customer Satisfaction Measurement**; to identify opportunities and threats to build a **business plan** to optimize market potential
- Heading the **business development activities** to ensure completion of definite revenues & profitability targets
- Forecasting and **formulating budgets; instituting internal checks** to ensure expenses are within budgets
- Creating an environment that fosters **development opportunities & motivates performance** amongst team members
- Providing **leadership** focused on value delivery, system reliability, efficiency/cost control, training, budget/annual plan preparation and resource management
- Setting **security parameters** and ensuring 100% safety for team members and customers; taking disciplinary actions against employees such as **show cause notice, warning letter, final warning and termination**
- Conceptualizing, strategizing & administering the **housekeeping activities** in the organization with new initiatives for restructuring of cleanliness/health facilities; implementing housekeeping policies & processes while ensuring efficient operations
- Directing the entire gamut of **F&B Operations** pertaining to reorganizing & controlling food / beverages, cost control, financial budgeting, forecasting, inventory control and MIS of the department
- Monitoring staff, conducting **pre-service briefings, post-briefings** and assigning staff to assist in other venues when necessary
- Augmenting **profitability of restaurants** through benchmarking / best practices; ensuring internal controls and accounting standards are in place as per company policy & procedures, thereby safeguarding assets and return for the owners
- Leading the overall restaurant operations in order to meet the defined targets in terms of **production, resource utilization and budgets while monitoring appropriation of CAPEX/ OPEX**

Education

- **3-year Diploma in Hotel Management, Catering Technology and Applied Nutrition** from Institute of Hotel Management & Catering Technology, Chennai, India in **1995**
- **B.Sc. (Zoology)** from Calicut University, Kerala in **1991**

Personal Details

Date of Birth: 30th September 1969

Nationality: Indian

Languages Known: English; Hindi; Malayalam; Tamil.

Marital Status: Married

No. of Dependents: None

Passport Number: K6795740

Visa Status: Work Visa, Bahrain.

Driving License: India.

Permanent Address: Kartika, Indira Nagar, Mannuthy, Thrissur, Kerala